PTO/S8/088 (08-03)
Approved for use through 07/31/2008, OMB 0851-0031
U.S. Petent and Trademark Office; U.S. DEPARTMENT OF CONMERCE

Substitute for form 1449/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)					re negatived to respond to a collection of information unless it contains a valid OMB control number. Complete if Known		
					Application Number	10/736,026	
					Filing Date	December 15, 2003	
					First Named Inventor	Creamer, et al.	
					Art Unit	2643	
					Examiner Name	Unassigned	
Sheet	2	of	2	₩ .	Attorney Docket Number	BOC9-2003-0079 (453)	
<u> </u>					· · · · · · · · · · · · · · · · · · ·		

T2	Examiner Cite Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.
~	NIX, C.J., "Testing Interactive Voice Response Systems", IBM Technical Disclosure Bullettin, Vol. 39, No. 11, pp. 109-110, (Nov. 1996).
T	
十	

Signature		Considered	01/301 200
'EXAMINER: Initia	I if reference considered, whether or not citation is in conformance	e with MPEP 609. Oraw line through ci	tation if not in conformance and not
considered feeter	a copy of this form with part communication to professe	·	

considered, include copy of this form with next communication to applicants.

1 Applicant's unique citation designation number (optional). 2 Applicant is to piace a check mark here if English language Translation is attached.

This collection of Information is required by 37 CFR 1.88. The Information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed by SUS.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed optication form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent end Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO:

Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.